

# RESOURCE DIRECTORY

**A FREE Public Service of the  
Idaho Department of Insurance**



**Information  
Counseling  
Assistance**

**Puzzled by  
Health  
Insurance  
or  
for volunteer  
opportunities**

- **Medicare - Medigap**
- **Long-Term Care**
- **Medicare + Choice**
- **Medicare Claims**

**1-800-247-4422**

The **Senior Health Insurance Benefits Advisor program (SHIBA)** was initiated by the Idaho Department of Insurance in 1985 to answer your questions. **SHIBA's** mission is to enhance the lives of Idaho Medicare beneficiaries through health insurance education and advocacy.



**SHIBA** offers a toll-free hotline at 1-800-247-4422 Monday through Friday, 8:00 a.m. to 5:00 p.m. Counselors can answer a wide variety of questions concerning Medicare, Medicare supplement insurance, Medicare managed care plans and long-term care insurance. We can also answer questions regarding Medicare claims filing, denials and appeals. If we are unable to answer your specific question, we may be able to direct you to an agency that can.



SHIBA also assists clients through volunteer counselors located at various sponsoring organizations throughout the state. SHIBA counselors have been trained and certified by SHIBA to conduct one-on-one, confidential counseling sessions to answer your questions about Medicare, Medicare supplement insurance, Medicare managed care plans and long-term care insurance. These volunteer counselors can assist you with claims filings and appeals in addition to providing insurance policy analysis.

The **Idaho Medicare Partnership Program (IMEP)** is a joint partnership between the Idaho Commission on Aging, SHIBA, Cigna Medicare and RSVP. We educate beneficiaries in understanding and analyzing their Medicare billing information through the use of trained volunteers. This is a free service and some of services we can provide are:

- teach beneficiaries to read and understand Medicare notices, provider statements, and supplementary insurance notices
- teach beneficiaries how to develop a system to organize medical bills, payments and visits
- teach the steps to follow when a billing error is discovered
- we can be liaison between provider and beneficiary
- help beneficiaries dispute medical charges
- help write appeals

We can be contacted through the **SHIBA** program at **1-800-247-4422**.

If you think you may be interested in volunteering your time to help seniors with their insurance needs by becoming a certified volunteer counselor in your area, please call **SHIBA** at **1-800-247-4422** for additional information.

The following publications are available free of charge by calling **SHIBA** at **1-800-247-4422** or mailing the order form. Some of the publications are also available on the Idaho Department of Insurance website at [www.doi.state.id.us](http://www.doi.state.id.us).

**Please mark the box next to each publication you would like to receive, complete the mailing information on the back of this form and return it to SHIBA.**

- ☐ **Taking the Mystery Out of Caring for Your Aging Parents**  
Booklet designed to assist you in finding resources necessary in covering the various aspects of caring for your parents.
- ☐ **2002 Idaho Shopper's Guide**  
Resource tool to research health insurance options and names and phone numbers of companies licensed to sell senior products.
- ☐ **A Shopper's Guide to Long-Term Care Insurance**  
This Guide is written and published by the National Association of Insurance Commissioners (NAIC) to explain insurance options that can help pay for long-term care.
- ☐ **Lowering Prescription Drug Costs**  
A list of available resources for which beneficiaries may qualify to help defray prescription drug costs. The information included in this publication has been compiled by the staff at SHIBA.
- ☐ **Health Journal**  
Helps in tracking doctor appointments and bills.
- ☐ **Medicare Hospice & Home Health Care Benefits**
- ☐ **Disabled, Under 65 - Information for Medicare Beneficiaries**
- ☐ **How Much Do You Know About Long-Term Care?**  
Explanation of long-term care.
- ☐ **What is Skilled Care?**  
Explanation of Medicare definition of skilled care.

In addition to SHIBA publications offered above, the following publications from the federal Medicare agency, Centers for Medicare and Medicaid Services (CMS), are available from SHIBA. These publications can also be found on the Medicare website at [www.medicare.gov](http://www.medicare.gov).

- ☐ **Guide to Choosing a Medigap Policy**
- ☐ **Medicare & You 2003**

- ☐ Medicare Coverage of Kidney Dialysis & Kidney Transplant Services
- ☐ Medicare Coverage of Skilled Nursing Facility Care
- ☐ Your Guide to Choosing a Nursing Home
- ☐ Your Medicare Rights and Protections

\_\_\_\_\_  
Your Name

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
City State Zip

Mail this request to:

Idaho Department of Insurance  
SHIBA Program  
700 West State Street  
Boise, ID 83720-0043

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